

Iowa eFile & Pay Telephone Script
Sales Tax Monthly Filers – Quarterly Return and Payment
For user who has already been on the system and set up Password.

Welcome to the Iowa eFile & Pay System

STEP 1

If you are calling from a touch-tone phone, press 1 now. If you are calling from a rotary phone, please visit our Web site at www.state.ia.us/tax or contact Taxpayer Services at 515-281-8453 or 1-866-503-3453, Monday through Friday, 8am to 4:15pm Central Time

(The following script will occur after the user presses 1.)

STEP 2 (Enter Iowa Business eFile Number to use eFile & Pay)

Please enter your 8-digit Iowa Business eFile Number

You have entered XXXXXXXX.

If this is correct, press 1.

If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 3 (Enter 4-Digit User ID)

Please enter your 4-digit User ID.

You have entered XXXX

If this is correct, press 1.

If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 4 (Enter 8-Digit Password)

Please enter your 8-digit Password.

You have entered XXXXXXXX

If this is correct, press 1.

If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 5 (Processing Options) : You must file a return before making a payment.

To file your return, press 1

To make a payment, press 2

To cancel a payment, press 3

To change your Password, press 4

To demo this system, press 5

To hear this list again, press 9

Step 6 (Which Tax Type?)

For sales tax, press 1

Press the number for the specific tax type you are filing.

STEP 7 (Permit Number)

Enter a permit number for the tax type you selected, followed by the pound sign (#).

You have entered -----.

If this is correct, press 1

If this is incorrect, press 2

(The following script occurs after the user presses 1.)

STEP 8 (Choose Return)

To file a monthly sales deposit, press 1.

To file a quarterly sales return, press 2. (Press 2 only for months ending March/June/Sept/Dec.)

(The following script occurs after the user presses 2.)

You indicated you want to file a quarterly sales return.

If this is correct, press 1

If this is not correct, press 2.

(The following script occurs after the user presses 1.)

You will receive a confirmation number, once you have successfully filed. If you hang up before receiving a confirmation number, your return will not be submitted.

STEP 9 (Tax Period Selection)

Enter the month and year for the period which you are filing.

For example, if your quarterly return is for September 2003, enter 092003.

You have selected to submit a return for the period ending -----.

If this is correct, press 1

To select a different filing period, press 2

(The following script occurs after the user presses 1.)

STEP 10 (Sales Tax Information)**Gross Sales**

Please enter your gross sales in Iowa for the period ending ----- in whole dollars, followed by the pound sign (#).

For example if the amount is \$225, you will enter 225#.

You entered -----.

If this is correct, press 1

If this is not correct, press 2

Goods Consumed

Please enter your goods consumed in Iowa for the period ending ----- in whole dollars, followed by the pound sign (#).

For example, if the amount is \$225, you will enter 225#

You entered -----.

If this is correct, press 1

If this is not correct, press 2

(The following script occurs after the user presses 1.)

Your total sales and goods consumed amount for this return is -----.

To continue press 1

To replay this amount, press 2

(The following script occurs after the user presses 1.)

Exemptions

Do you have any exemptions to claim for this return?

If yes, press 1

If no, press 2

(The following script occurs after the user presses 2.)

Total Taxable Amount

Your total taxable amount for this return is -----.

To continue press 1

To replay this amount, press 2

(The following script occurs after the user presses 1.)

State Sales Tax Amount

Your 5% state sales tax amount is -----.

To continue, press 1

To replay this amount, press 2

(The following script occurs after the user presses 1.)

Local Option Taxes

If you had any sales subject to the regular local option tax and/or school local option tax, press 1

If you had no sales subject to the regular local option tax or school local option tax, press 2

(If you only have school tax, not regular local option tax, push # to skip entry.)

(The following script occurs after the user presses 1.)

Please enter the 2-digit county code for the regular local option tax and/or school local option tax you are reporting. For example, if the county is Polk, enter 77.

(The following script occurs after the user enters the 2-digit code.)

You selected ----- County

If this is correct, press 1.

If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter your taxable sales subject to the regular local option tax for ----- County in whole dollars followed by the pound sign (#). For example, if the amount is \$225, you will enter 225#. Enter the star (*) key before the amount to specify a negative dollar value.

You entered -----.

If this is correct, press 1.

If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter your taxable sales subject to school local option tax for ----- County in whole dollars followed by the pound sign (#). For example, if the amount is \$225, you will enter 225#.

Enter the star (*) key before the amount to specify a negative dollar value.

You entered -----.

If this is correct, press 1

If this is not correct, press 2.

(The following script occurs after the user presses 1.)

If you have another regular local option tax to report, press 1.

If you have no other local option taxes, press 2.

(The following script occurs after the user presses 2.)

Your total regular local option tax is ----- and your total school local option tax is -----.

If this is correct, press 1

If you wish to re-enter all your local option and school local option taxable sales, press 2.

(The following script occurs after the user presses 1.)

Total Amount for this return

Your total tax amount for this return is -----

To continue, press 1

To replay this amount, press 2.

(The following script occurs after the user presses 1.)

Deposits/Overpayments (Amount already paid this quarter)

If you have any deposits or overpayment credits to report, press 1.

If you have no deposits or overpayment credits to report, press 2.

(The following script occurs after the user presses 1.)

Enter the amount of deposits and overpayment credit in whole dollars followed by the pound sign (#). For example, if the amount is \$225, you will enter 225#.

You entered -----.

If this is correct, press 1

If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Balance Due

Your balance due for this return is -----

To continue, press 1.

To replay this amount, press 2.

(The following script occurs after the user presses 1.)

Verification: Be sure to write this down.

Your gross sales in Iowa is -----

Your goods consumed amount for this return -----

Your total is -----

Your exemptions are -----

Your taxable amount is -----

Your 5% Iowa state tax is -----

Your local option tax is -----

Your school local option tax is -----

Your deposits and overpayments are -----

Your balance due is -----

Your penalty is -----

Your interest is -----

Your total amount due is -----

To continue, press 1

To repeat this information, please press 2.

(The following script occurs after the user presses 1.)

You will now hear payment options.

STEP 11 (Payment Options)

If you would like to pay using the EFT ePay Direct Debit Method Process, press 1.

If you would like to pay using a paper check, press 2.

If you would like to pay using a form of credit, press 3. (To pay by credit card, note a 2.5% convenience fee will be added by the credit card company)

Confirmation of total amount due

The total amount due is XXXXX.

To pay this amount, press 1.

To pay a different amount, press 2.

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Below are the various scripts depending on which payment option you chose.

(The following script occurs after the user presses 1 to pay via ePay direct debit method.)

Bank routing number - 9 digits

Please enter your 9-digit bank routing number.

You have entered XXXXXXXXXX

If this is correct, press 1.

If this is not correct, press 2

Bank account number

Enter your bank account number followed by the pound key (#).

You have entered bank account number XXXXXXXXXX.

If this is correct, press 1.

If this is not correct, press 2

Account type

If this is a checking account, press 1.

If this is a savings account, press 2.

You have indicated this payment is from your (checking/savings) account.

If this is correct, press 1.

If this is not correct, press 2

Payment date

Please enter the date you wish to make your payment.

For example, for September 15, 2004, enter 09152004.

Your payment will be made on XXXXXXXX.

To complete this transaction and receive a confirmation number, press 1

If you prefer to discontinue this transaction and discard all previous information, press 2.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

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(The following script occurs after the user presses 2 to mail a check.)

Please mail your check and payment voucher to the following address: Iowa Department of Revenue, PO Box 10412, Des Moines, Iowa 50306. Make check payable to Treasurer – State of Iowa
You will need to include your confirmation number, tax type, permit number, and tax period on your payment voucher. (Put confirmation number on check and mail to address.)

To repeat this information, press 1

To continue, press 2

To select a different payment option, press 3.

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(The following script occurs after the user presses 3 to pay using a form of credit.)

As an ACH Credit filer, you must initiate the payment for this transaction through your banking institution.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

If you are paying by credit card, you will need your tax type, permit number and tax period.
Contact Official Payments at 1-800-272-9829.

To repeat this message, press 1

To continue, press 2

To select a different payment option, press 3

(You will be charged a 2.5% fee by the credit card company)

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Confirmation Number. Be sure and write this down.

Your return and payment are not filed until you receive a confirmation number.

Your confirmation number for this transaction is XXXXXXXXXXX and the date and time you are submitting this transaction is XXXXXXXX, XX at XXXX (am or pm).

Please keep this information for your records.

To hear this message again, press 1.

To file another return, press 2.

To end this call, press 3.

Thank you for using the Iowa eFile & Pay system. Goodbye.

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